ABSTRACT OF THE DISCLOSURE

The method and apparatus is for converting messages and responses between different formats in a communication system. The method may have in one embodiment the following steps: providing at least one plug-in that implements at least one message format conversion in the communication system; assigning the at least one plug-in to a handicapped agent; and activating the at least one plug-in for the respective handicapped agent for converting received messages in a first format to a second format and for converting responses in the second format to the first format. The apparatus implements the method.

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